

HOYER

Code of Conduct

Aware of the responsibility –
Committed to tradition

hoyer.de

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Word from the family

In its daily activities, the Hoyer Group depends on the trust of its customers, suppliers, employees and the wider public as well as on the reputation of the company. In this respect, the family's name is representative of the company, however, the same applies to the behaviour of employees, managers and the management, who represent the external image of the entire group and thus also of the family. It is therefore particularly important to us as a family that our employees internalise the values of our company and live them every day, just as we do as the owner family.

The minimum requirements result from the respective applicable legal situation, nevertheless, we attach great importance to the fact that our employees as well as our business partners also share and promote the more far-reaching values defined herein at all times. We see ourselves as a responsible company for present and future generations, in accordance with our slogan: aware of the responsibility, committed to tradition.

Sustainability in the broader sense, but also legal compliance and integrity, are therefore not a necessary evil in the Hoyer Group, but rather an important part of our corporate strategy and reflect the family values to a large extent. We actively assume responsibility for our environment, our region, our employees and our society.

This Code of Conduct provides a support to help us and our employees to live this corporate strategy and our values every day. We are aware that the world is constantly changing and that new challenges and general conditions are constantly being faced by the company, which will require continuous adaptations and additions to the Code of Conduct. We have made it a priority task to monitor these changes and to react to them in good time and adapt the Code of Conduct accordingly.

We would like to thank our employees for their support through their compliance with these values and guidelines which makes not at least up a major pillar of our company's success and the basis for the orientation of an equally successful future, which is in the hands of every employee.

The family Hoyer



Family Hoyer
(from the left
Markus Hoyer,
Stefan Hoyer ,
Heinz-Wilhelm Hoyer
Ulrike Hoyer and
Thomas Hoyer)

Compliance with applicable laws and guidelines

»Our daily actions are consistently and without exception in conformity with the respective applicable laws, including compliance with sanctions and trade restrictions.

Under no circumstances do we tolerate bribery, corruption or attempts thereof in our company and we have established processes and control mechanisms to prevent it.«

Applicable laws

Without exception, the first prerequisite and the basis of all actions for a company such as the Hoyer Group is conformity with applicable laws, including the applicable national and international trade regulations. The Hoyer Group shows no tolerance for any breach of applicable laws.

Money laundering law and sanctions

Money laundering is not practised, supported or facilitated within the Hoyer Group. This applies not only to its own companies but also to companies which have a business relationship with the Group or one of its companies. For this reason, new business partners are carefully and thoroughly investigated before any business is conducted. This also applies to existing sanctions and any other trade restrictions. The company complies with its obligations to prevent money laundering without exception.

Antitrust law and fair competition

We comply with laws that protect and promote competition, in particular antitrust laws. The antitrust law supports fair competition and free markets. Employees of the Hoyer Group are therefore called upon to comply with these regulations to the fullest extent. This includes that

employees do not fix prices or other contractual conditions directly or indirectly with competitors at any time and in any form. Furthermore, it is of course strictly forbidden to divide up markets, customers or suppliers in any form. Finally, no production adjustments (whether at our own company or at a customer's or supplier's company) are agreed.

Fairness and conformity in terms of wages, working hours and social benefits

All remuneration and social benefits strictly comply with the basic principles regarding minimum wages, applicable overtime regulations and statutory social benefits. Child labour is not tolerated in any phase of production or processing - this is also demanded from suppliers and business partners.

Business practices

»Customer satisfaction is our priority. We achieve this by offering high quality products and a trusting, respectful interaction of our employees, who bring along a maximum of know-how through continuous training and further education.«

Customer satisfaction

Customer satisfaction is the basis for successful business and thus the foundation for Further growth of the Group of. Customers are not only expected to identify themselves with the company, but also to place the highest degree of trust in it. For this reason, it is important that employees meet them at eye level and maintain a friendly, respectful and solid relationship.

The group also focuses on the continuous development of its products in order to meet the constantly changing conditions.

Quality of the goods and services offered

The Hoyer Group stands for the highest quality of goods and services, regardless of whether it is the petrol pump attendant, the truck driver or the diesel itself at the filling station. Quality controls are therefore carried out in annual internal and external audits according to DIN ISO 9001.

Trustful interaction with colleagues, customers and business partners

A sensible, respectful approach, both, internally and with external contacts, is the basis of the working environment at the Hoyer Group. Therefore, a maximum of integrity and decency is expected of every employee. Gifts or invitations from/to customers or suppliers are permitted at the Hoyer Group, provided that they are appropriate and agreed with the supervisor. However, it must be ensured in all cases that the recipient is not subject to any form of influence, regardless of whether this is intentional or unintentional. Under no circumstances may employees or business partners accept or award any benefits in order to influence commercial decisions.

Conflicts of interest

Every employee in the company is required to check whether he or she or a close person has a connection to a company outside the Hoyer Group which could create a conflict for this employee. Any potential conflicts should be brought to the attention of the supervisor or the human resources department. The handling of such conflicts will then be clarified individually.

Data protection

A large amount of personal data is processed at the Hoyer Group on a daily basis. These data are primarily data which can be directly or indirectly assigned to a natural person. Employees are therefore required to protect the personal data of our customers, suppliers, colleagues and other business partners from misuse. This protection is primarily based on the General Data Protection Regulation and the Federal Data Protection Act (Bundesdatenschutzgesetz).

An external data protection officer acts as a supervisory but also advisory body for compliance with the aforementioned regulation and law. However, employees of the Hoyer Group are also supported internally by a data protection coordinator.

Internal Data Protection Coordinator:

Ms. Ellen Kämmererit
Phone +49 4262 799 1502
Datenschutz@hoyer.de

External Data Protection Officer at Datenschutz nord GmbH:

Mr. Dr. Uwe Schläger
Mr. Oliver Stutz (for die Hoyer Marine GmbH)
Phone +49 421 6966320
Office@datenschutz-nord.de

Health and (occupational) safety

»The safety and health of our employees, customers and suppliers is our greatest asset. For this reason, without exception, we take care to protect and continuously improve them.«

Occupational health and safety

As a responsible employer, the Hoyer Group considers the issue of security to be a fundamental pillar of the company group. It is the employer's duty to protect all employees from potential hazards at the workplace when carrying out their work.

The implementation of the various areas of responsibility in the fields of occupational health and safety, such as occupational medical precautions, corporate integration management or instructions, are dealt with and further developed by the Occupational Health and Safety Committee (Arbeitsausschuss (ASA)). The members of the committee, which is made up of representatives of the management, the company doctor, the occupational safety specialist, the safety officer, the accident prevention officer, the quality management officer, a legal adviser and the representative of the integrated management systems, hold meetings at regular intervals to discuss current topics.

In this way, the Hoyer Group is continuously striving to contribute to the minimisation of occupational accidents and to ensure the safety of employees, customers and business partners. For this reason, regular training and further education courses are offered.

Health

The employees of the Hoyer Group are the company's greatest asset and therefore the health of employees in general has the highest priority and is a clearly defined goal of the company. Managers are required to provide their employees with the best possible support and information at all times in complying with health and safety regulations.

Employees are also called upon to be aware of their responsibility towards their colleagues and to take care of their health within their sphere of influence.

Corporate responsibility, sustainability and environmental protection

»As a family business, we have a special obligation to our employees, business partners and our environment and are always aware of this social responsibility.

For this reason, sustainability is an integral part of our corporate policy to protect present and future generations

Motivation of employees for sustainable behaviour

Within the Hoyer Group, employees are motivated to adopt environmentally conscious and sustainable behaviour. For this reason, employees are trained in corporate environmental protection and encouraged to submit ideas and suggestions for improvement in order to constantly improve processes and further strengthen sustainability.

Conservation of resources, CO₂ reduction and compliance with environmental standards

Employees of the Hoyer Group are required to use all resources thriftily and carefully. This includes taking early measures to reduce air and noise emissions and to ensure the use of the best available technology. The entire Hoyer fleet of vehicles (cars, lorries and fuel tank trucks) ensures compliance with current environmental standards by using state-of-the-art vehicles which all contribute to the reduction of CO₂ emissions by

expanding and promoting the use of combined transport. With the development of new, more efficient and environmentally friendly product qualities such as hydrogen, LNG, Future-Power-Diesel or CO₂-neutral heating oil, the company aims to make a steadily growing contribution to protecting our environment.

Assumption of social responsibility

The Hoyer family feels a great social obligation. The Hoyer Group is very open to the promotion of charitable and social services and consistently and continuously supports numerous projects as well as sports clubs, kindergartens, associations and many other activities. Where appropriate, the company also makes donations in kind and/or in cash for various purposes. However, this is limited to purely charitable institutions with a regional connection, so that money flows to political parties or individuals are excluded.

Contact Details

Personnel Department/Compliance topics

Personalabteilung@hoyer.de

Occupational Health and Safety

Sicherheit@hoyer.de

Data Protection

Datenschutz@hoyer.de

Quality Management

QMS@hoyer.de

Energy Management

EMS@hoyer.de

Improvement suggestions and ideas

Ideen@hoyer.de